



# BH0-012<sup>Q&As</sup>

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### QUESTION 1

Which process includes business, service and component sub-processes?

- A. Capacity management
- B. Incident management
- C. Service level management
- D. Financial management

Correct Answer: A

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### QUESTION 2

Which one of the following is concerned with policy and direction?

- A. Capacity management
- B. Governance
- C. Service design
- D. Service level management

Correct Answer: B

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### QUESTION 3

The effective management of risk requires specific types of action. Which of the following pairs of actions would be BEST to manage risk?

- A. Training in risk management for all staff and identification of risks
- B. Identification of risk, analysis and management of the exposure to risk
- C. Control of exposure to risk and investment of capital
- D. Training of all staff and investment of capital

Correct Answer: B

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### QUESTION 4

Which of the following provide value to the business from service strategy?

- 1.



Enabling the service provider to have a clear understanding of what levels of service will make their customer\\'s successful

2.

Enabling the service provider to respond quickly and effectively to changes in the business environment

3.

Reduction in the duration and frequency of service outages

A. All of the above

B. 1 and 3 only

C. 1 and 2 only

D. 2 and 3 only

Correct Answer: C

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#### QUESTION 5

Which process is responsible for the availability, confidentiality and integrity of data?

A. Service catalogue management

B. Service asset and configuration management

C. Change management

D. Information security management

Correct Answer: D

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